



**Will County Records Division**  
**16911 W. Laraway Rd. Suite 101**  
**Joliet, IL 60433**  
**Phone (815) 727-4738 Fax (815) 727-5295**

August 14, 2019

Shreyas Gandlur  
[REDACTED]

Thank you for writing to the Will County Sheriff's Office with your request for information pursuant to the Illinois Freedom of Information Act, 5 ILCS 140/1 et seq.

On 08-13-2019, you requested the following documents: see attached request

Your request is granted. Enclosed is the Memorandum of Understanding and e-mail correspondence.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Wahl", written over the word "Sincerely,".

S. Wahl  
FOIA Administrator  
**Will County Sheriff's Office**  
**16911 W. Laraway Road**  
**Suite 101**  
**Joliet, IL 60433**  
**(815) 774-6255**

## Shannon Wahl

---

**From:** Shreyas Gandlur [REDACTED]  
**Sent:** Tuesday, August 13, 2019 1:02 AM  
**To:** foia  
**Subject:** FOIA request for records related to Amazon Ring

Dear FOIA Officer:

Pursuant to the Illinois Freedom of Information Act, 5 ILCS 140, I request copies of the following records:

- All documents (including but not limited to emails, memoranda, contracts, or agreements) related to the County's contract with Amazon Ring
- All emails (including any and all attachments) sent to/received from email addresses associated with the [ring.com](https://ring.com) domain
- Any documents (including, but not limited to, emails, memos, guidances, or guidelines) containing any policies or procedures (including, but not limited to, procedures for obtaining video and policies regarding posting on the Neighbors app) regarding either the Neighbors app or RING cameras
- Documents (including, but not limited to, emails or memos) sufficient to show the Partnership Point of Contact, Press/Media Coordinator, Social Media Coordinator, Investigative Coordinator, and Community Relations Coordinator with regards to the RING agreement

The Sheriff's Office recently announced a new partnership with Ring: <https://patch.com/illinois/manhattan/will-county-sheriffs-office-joins-neighbors-app>. The requested documents will be made available to the general public, and not for commercial purposes, in order to shed some light on these contracts with the County (see, e.g., my blog post at <https://sgandlur.com/ring-map>, for more context on investigations into Amazon Ring).

In the event that there are fees, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 5 business days, as the statute requires.

Sincerely,  
Shreyas Gandlur



**Neighbors by Ring**  
**Memorandum of Understanding**

This agreement is entered into this 2 day of April, 2019 by and between Ring LLC ("Ring") and Will County Sheriff's Office ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Will County ("City") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
  - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

**Ring**

- Make the Neighbors App available to City residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

**Agency**

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

**Press Release**

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

**Term**

Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

**Privacy and Terms of Use**

Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

**Compensation**

At no point shall either party receive compensation from each other as a result of this program.

**Confidentiality**


Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

4/9/2019

Date: \_\_\_\_\_

By: \_\_\_\_\_

DocuSigned by:  
  
369F1A1F19C3476...

August Cziment

Name: \_\_\_\_\_

Title: \_\_\_\_\_ Director of Operations

Agency

Will County Sheriff's Office

Date: 4/2/2019

By: 

Name: DAN Jungles

Title: Deputy Chief

## Shannon Wahl

---

**From:** Phillip Dienstag <pdienstag@ring.com>  
**Sent:** Wednesday, April 3, 2019 5:00 PM  
**To:** Nat Freeman  
**Subject:** Re: FW: Attached Image

Nat,

Thank you for the quick turnaround with your MOU! I will have this reviewed/processed by Ring Legal and follow up with next steps by Friday.

Best,  
Phillip Dienstag  
Law Enforcement Liaison  
T 203.610.1178 E phil@ring.com

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

On Wed, Apr 3, 2019 at 10:04 AM Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)> wrote:

Signed MOU

---

**From:** [invscanner@willcosheriff.org](mailto:invscanner@willcosheriff.org) <[invscanner@willcosheriff.org](mailto:invscanner@willcosheriff.org)>  
**Sent:** Wednesday, April 03, 2019 11:55 AM  
**To:** Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)>  
**Subject:** Attached Image



## Shannon Wahl

---

**From:** Phillip Dienstag <pdienstag@ring.com>  
**Sent:** Friday, April 5, 2019 5:07 PM  
**To:** Nat Freeman  
**Subject:** Re: FW: Attached Image

Nat,

Can you please confirm if the below individuals were on the webinar with us?

1. Partnership POC - the main point of contact(s) for the Ring partnership
2. Press POC - typically the PIO who would work with Morgan (PR Coordinator) from our team to coordinate announcements.
3. Social Media POC - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)
4. Investigative POC - generally a detective who will be your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of video.
5. Community Relations POC - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

I still want to conduct an in-person presentation in the next two weeks. What is your schedule for the week of 4/15?

Best,

Phillip Dienstag

Law Enforcement Liaison  
T 203.610.1178 E phil@ring.com



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

On Wed, Apr 3, 2019 at 2:59 PM Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)> wrote:  
Nat,

Thank you for the quick turnaround with your MOU! I will have this reviewed/processed by Ring Legal and follow up with next steps by Friday.

Best,  
Phillip Dienstag  
Law Enforcement Liaison  
T 203.610.1178 E [phil@ring.com](mailto:phil@ring.com)

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

On Wed, Apr 3, 2019 at 10:04 AM Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)> wrote:

Signed MOU



**From:** [invscanner@willcosheriff.org](mailto:invscanner@willcosheriff.org) <[invscanner@willcosheriff.org](mailto:invscanner@willcosheriff.org)>  
**Sent:** Wednesday, April 03, 2019 11:55 AM  
**To:** Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)>  
**Subject:** Attached Image

## Shannon Wahl

---

**From:** Phillip Dienstag <pdienstag@ring.com>  
**Sent:** Wednesday, April 17, 2019 1:28 PM  
**To:** Nat Freeman; Kyle Demmin  
**Subject:** Intro to Kyle (Will County Sheriff's Office)  
**Attachments:** Will County Sheriff's Office.pdf

Lieutenant Freeman,

The MOU agreement is fully signed. Attached are the documents for your records.

I've copied your new Partner Success Manager, Kyle. We would like to set up a webinar for all of us to connect. We should ensure all the key stakeholders are included so everyone can get on the same page.

The individuals we ask to be included in this webinar would be:

1. Partnership POC - the main point of contact(s) for the Ring partnership
2. Press POC - typically the PIO who would work with Morgan (PR Coordinator) from our team to coordinate announcements.
3. Social Media POC - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)
4. Investigative POC - generally a detective who will be your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of the video.
5. Community Relations POC - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

It would be ideal to have all these individuals on the webinar, but essential to have them present at the actual onboarding. Again, involvement by each of these groups is essential for active community participation (specifically on video requests) and the overall long-term success of the partnership.

Best,

Phillip Dienstag

Law Enforcement Liaison  
T 203.610.1178 E phil@ring.com

# ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

## Shannon Wahl

---

**From:** Nat Freeman  
**Sent:** Wednesday, August 14, 2019 10:09 AM  
**To:** Shannon Wahl  
**Subject:** RING  
**Attachments:** Attached Image; Re: FW: Attached Image; Re: FW: Attached Image; Intro to Kyle (Will County Sheriff's Office); Re: Intro to Kyle (Will County Sheriff's Office); Re: Intro to Kyle (Will County Sheriff's Office); Re: Intro to Kyle (Will County Sheriff's Office); PR Intro + Materials - Will County Sheriff's Office (IL) Joins Neighbors by Ring; Welcome to Ring Portal; Re: PR Intro + Materials - Will County Sheriff's Office (IL) Joins Neighbors by Ring; Re: PR Intro + Materials - Will County Sheriff's Office (IL) Joins Neighbors by Ring; RE: PR Intro + Materials - Will County Sheriff's Office (IL) Joins Neighbors by Ring; RE: email; ring - FB; FW: press release

## Shannon Wahl

---

**From:** Kyle Demmin <kyle.demmin@ring.com>  
**Sent:** Wednesday, April 17, 2019 4:41 PM  
**To:** Phillip Dienstag  
**Cc:** Nat Freeman  
**Subject:** Re: Intro to Kyle (Will County Sheriff's Office)

Thank you for the introduction, Phillip!

Lt. Freeman,

It's great to e-meet you. The next step in the process normally would be to schedule a webinar with all the main key stakeholders noted above by Phillip. After that webinar, we would then schedule a date for me to come out in person to train everyone on how to use the Ring Neighbors Portal.

I'm going to be in Elgin, IL May 7th/8th and would love to see if could line those visits up. Are you available this week for a quick chat before we schedule the webinar?

Thanks,  
Kyle

On Wed, Apr 17, 2019 at 11:28 AM Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)> wrote:  
Lieutenant Freeman,

The MOU agreement is fully signed. Attached are the documents for your records.

I've copied your new Partner Success Manager, Kyle. We would like to set up a webinar for all of us to connect. We should ensure all the key stakeholders are included so everyone can get on the same page.

The individuals we ask to be included in this webinar would be:

1. Partnership POC - the main point of contact(s) for the Ring partnership
2. Press POC - typically the PIO who would work with Morgan (PR Coordinator) from our team to coordinate announcements.
3. Social Media POC - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)
4. Investigative POC - generally a detective who will be your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of the video.
5. Community Relations POC - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

It would be ideal to have all these individuals on the webinar, but essential to have them present at the actual onboarding. Again, involvement by each of these groups is essential for active community participation (specifically on video requests) and the overall long-term success of the partnership.

Best,

Phillip Dienstag

Law Enforcement Liaison

T 203.610.1178 E [phil@ring.com](mailto:phil@ring.com)

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

--

Kyle Demmin

Partner Success Manager

[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)

714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

## Shannon Wahl

---

**From:** Phillip Dienstag <pdienstag@ring.com>  
**Sent:** Thursday, April 18, 2019 4:06 PM  
**To:** Nat Freeman; Kyle Demmin  
**Subject:** Re: Intro to Kyle (Will County Sheriff's Office)

Thanks, Nat. Looping in Kyle for scheduling.

Best,

Phillip Dienstag

Law Enforcement Liaison  
T 203.610.1178 E phil@ring.com



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

On Thu, Apr 18, 2019 at 12:30 PM Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)> wrote:

Thank you for the clarification, the first meeting had everyone except three of POCs. The 26<sup>th</sup> will be good to hear the info again and to have our PIO and IT people there, in that case we may have another jurisdictions police rep there, and he may contact you later to move forward with his PD.

Kyle is welcome to come out...we were just confused as to the steps. We can do the onboarding via webinar or in person or both...that may be preferred to ensure we are maximizing the portal. Patrol will not have access to the portal as of yet, for now it will be CID only.



Thank you,

Nat

**From:** Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)>

**Sent:** Thursday, April 18, 2019 2:21 PM

**To:** Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)>

**Cc:** Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)>; Investigation Sergeants <[InvestigationSergeants@willcosheriff.org](mailto:InvestigationSergeants@willcosheriff.org)>

**Subject:** Re: Intro to Kyle (Will County Sheriff's Office)

Nat, I apologize for the confusion. Due to some of the POC's not being in our first webinar, the 26th was put in place to brief your PIO, social, CID, and IT team. The 26th is not going to be your official onboarding date, as Kyle will still need to conduct an in-person or webinar training subsequent to my visit. You have been with me every step of the way so I would like to offer you two options. The first, subsequent to my presentation on the 26th, Kyle can conduct a remote onboarding and grant you access without visiting Will County Sheriff's Office or next time he is in your area, can visit and train CID + Patrol for 2.5/3 hours. The latter has been common with most agencies but due to the uniqueness of this situation, we can delegate towards a remote onboarding if need be.

Please let me know what you think.

Best,

Phillip Dienstag

Law Enforcement Liaison  
T 203.610.1178 E [phil@ring.com](mailto:phil@ring.com)

---

The logo for Ring, consisting of the word "ring" in a lowercase, sans-serif font. The letter "i" has a small dot above it.

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

On Thu, Apr 18, 2019 at 11:14 AM Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)> wrote:

Thank you for reaching out.

We already have April 26<sup>th</sup> scheduled for an in person demo with Phil....what will the 26<sup>th</sup> meeting be in regards to? So we still need another demo, webinar and then training?

The 26<sup>th</sup> will have our PIO who also handles social media present, we want our IT personnel there along with the investigations representatives which will encompass the community relations aspect....we do not have a dedicated community relations POC....those are our detectives who will primarily be using the portal.

Thank you,

Nat

**From:** Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)>  
**Sent:** Wednesday, April 17, 2019 4:41 PM  
**To:** Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)>  
**Cc:** Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)>  
**Subject:** Re: Intro to Kyle (Will County Sheriff's Office)

Thank you for the introduction, Phillip!

Lt. Freeman,

It's great to e-meet you. The next step in the process normally would be to schedule a webinar with all the main key stakeholders noted above by Phillip. After that webinar, we would then schedule a date for me to come out in person to train everyone on how to use the Ring Neighbors Portal.

I'm going to be in Elgin, IL May 7th/8th and would love to see if could line those visits up. Are you available this week for a quick chat before we schedule the webinar?

Thanks,

Kyle

On Wed, Apr 17, 2019 at 11:28 AM Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)> wrote:

Lieutenant Freeman,

The MOU agreement is fully signed. Attached are the documents for your records.

I've copied your new Partner Success Manager, Kyle. We would like to set up a webinar for all of us to connect. We should ensure all the key stakeholders are included so everyone can get on the same page.

The individuals we ask to be included in this webinar would be:

1. Partnership POC - the main point of contact(s) for the Ring partnership
2. Press POC - typically the PIO who would work with Morgan (PR Coordinator) from our team to coordinate announcements.
3. Social Media POC - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)
4. Investigative POC - generally a detective who will be your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of the video.
5. Community Relations POC - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

It would be ideal to have all these individuals on the webinar, but essential to have them present at the actual onboarding. Again, involvement by each of these groups is essential for active community participation (specifically on video requests) and the overall long-term success of the partnership.

Best,

Phillip Dienstag

Law Enforcement Liaison  
T 203.610.1178 E [phil@ring.com](mailto:phil@ring.com)

---



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

--

Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

## **Neighbors Portal Resource Center**

## Shannon Wahl

---

**From:** Kyle Demmin <kyle.demmin@ring.com>  
**Sent:** Thursday, April 18, 2019 4:14 PM  
**To:** Phillip Dienstag  
**Cc:** Nat Freeman  
**Subject:** Re: Intro to Kyle (Will County Sheriff's Office)

Thanks Phil for the clarification!

Nat,

Glad we were able to get that cleared up! Since Phil is coming out on the 26th for a final demo, we can take a different approach to make sure we get your team on-boarded both effectively and efficiently. My job is to make Portal a useful tool for your team.

I think it would be best for you and I and your PIO to jump on a call after the 26th to cover a few things that Phil won't cover. This will center around inviting users to Portal, Press Release information, and a few other process items. I'm happy to schedule that call anytime.

After that call, I'm going to be in Elgin/Chicago from May 6-8th. Can we schedule the on-site onboarding for Tuesday, May 7th?

On Thu, Apr 18, 2019 at 2:06 PM Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)> wrote:  
Thanks, Nat. Looping in Kyle for scheduling.

Best,

Phillip Dienstag

Law Enforcement Liaison  
T 203.610.1178 E [phil@ring.com](mailto:phil@ring.com)

---

The Ring logo, consisting of the word "ring" in a lowercase, sans-serif font.

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the [Neighbors App](#).  
Join the new neighborhood watch.

On Thu, Apr 18, 2019 at 12:30 PM Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)> wrote:

Thank you for the clarification, the first meeting had everyone except three of POCs. The 26<sup>th</sup> will be good to hear the info again and to have our PIO and IT people there, in that case we may have another jurisdictions police rep there, and he may contact you later to move forward with his PD.

Kyle is welcome to come out...we were just confused as to the steps. We can do the onboarding via webinar or in person or both...that may be preferred to ensure we are maximizing the portal. Patrol will not have access to the portal as of yet, for now it will be CID only.

Thank you,

Nat

**From:** Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)>

**Sent:** Thursday, April 18, 2019 2:21 PM

**To:** Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)>

**Cc:** Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)>; Investigation Sergeants <[InvestigationSergeants@willcosheriff.org](mailto:InvestigationSergeants@willcosheriff.org)>

**Subject:** Re: Intro to Kyle (Will County Sheriff's Office)

Nat, I apologize for the confusion. Due to some of the POC's not being in our first webinar, the 26th was put in place to brief your PIO, social, CID, and IT team. The 26th is not going to be your official onboarding date, as Kyle will still need to conduct an in-person or webinar training subsequent to my visit. You have been with me every step of the way so I would like to offer you two options. The first, subsequent to my presentation on the 26th, Kyle can conduct a remote onboarding and grant you access without visiting Will County Sheriff's Office or next time he is in your area, can visit and train CID + Patrol for 2.5/3 hours. The latter has been common with most agencies but due to the uniqueness of this situation, we can delegate towards a remote onboarding if need be.

Please let me know what you think.



Best,

Phillip Dienstag

Law Enforcement Liaison  
T 203.610.1178 E [phil@ring.com](mailto:phil@ring.com)

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

On Thu, Apr 18, 2019 at 11:14 AM Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)> wrote:

Thank you for reaching out.

We already have April 26<sup>th</sup> scheduled for an in person demo with Phil....what will the 26<sup>th</sup> meeting be in regards to?  
So we still need another demo, webinar and then training?

The 26<sup>th</sup> will have our PIO who also handles social media present, we want our IT personnel there along with the investigations representatives which will encompass the community relations aspect....we do not have a dedicated community relations POC....those are our detectives who will primarily be using the portal.

Thank you,

Nat

**From:** Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)>  
**Sent:** Wednesday, April 17, 2019 4:41 PM  
**To:** Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)>  
**Cc:** Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)>  
**Subject:** Re: Intro to Kyle (Will County Sheriff's Office)

Thank you for the introduction, Phillip!

Lt. Freeman,

It's great to e-meet you. The next step in the process normally would be to schedule a webinar with all the main key stakeholders noted above by Phillip. After that webinar, we would then schedule a date for me to come out in person to train everyone on how to use the Ring Neighbors Portal.

I'm going to be in Elgin, IL May 7th/8th and would love to see if could line those visits up. Are you available this week for a quick chat before we schedule the webinar?

Thanks,

Kyle

On Wed, Apr 17, 2019 at 11:28 AM Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)> wrote:

Lieutenant Freeman,

The MOU agreement is fully signed. Attached are the documents for your records.

I've copied your new Partner Success Manager, Kyle. We would like to set up a webinar for all of us to connect. We should ensure all the key stakeholders are included so everyone can get on the same page.

The individuals we ask to be included in this webinar would be:

1. Partnership POC - the main point of contact(s) for the Ring partnership
2. Press POC - typically the PIO who would work with Morgan (PR Coordinator) from our team to coordinate announcements.
3. Social Media POC - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)
4. Investigative POC - generally a detective who will be your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of the video.
5. Community Relations POC - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

It would be ideal to have all these individuals on the webinar, but essential to have them present at the actual onboarding. Again, involvement by each of these groups is essential for active community participation (specifically on video requests) and the overall long-term success of the partnership.

Best,

Phillip Dienstag

Law Enforcement Liaison  
T 203.610.1178 E [phil@ring.com](mailto:phil@ring.com)

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

--

Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

--

Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

## Shannon Wahl

---

**From:** Kyle Demmin <kyle.demmin@ring.com>  
**Sent:** Monday, April 22, 2019 5:42 PM  
**To:** Nat Freeman  
**Cc:** Peter Piazza; Dirk Obermayer; Michael Earnest; Jeremy Zdzinicki  
**Subject:** Re: Intro to Kyle (Will County Sheriff's Office)

Evening Nat,

For May 7th, how would 9:30am - 10:30am work for everyone? Once we lock down a time, let's hop on a quick call this week to chat through a few items I'll need to cover prior to the May 7th training.

Best,  
Kyle

On Mon, Apr 22, 2019 at 8:03 AM Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)> wrote:

Sounds good, May 7<sup>th</sup> it is. What time?

Thank you,

Nat

Nathaniel Freeman

Will County Sheriff's Police

Lieutenant-Criminal Investigations

815.693.1683

815.727.8574 x4919

16911 West Laraway Road

Joliet, Illinois 60433-8476

[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)

**From:** Kyle Demmin <kyle.demmin@ring.com>  
**Sent:** Thursday, April 18, 2019 4:14 PM  
**To:** Phillip Dienstag <pdienstag@ring.com>  
**Cc:** Nat Freeman <nfreeman@willcosheriff.org>  
**Subject:** Re: Intro to Kyle (Will County Sheriff's Office)

Thanks Phil for the clarification!

Nat,

Glad we were able to get that cleared up! Since Phil is coming out on the 26th for a final demo, we can take a different approach to make sure we get your team on-boarded both effectively and efficiently. My job is to make Portal a useful tool for your team.

I think it would be best for you and I and your PIO to jump on a call after the 26th to cover a few things that Phil won't cover. This will center around inviting users to Portal, Press Release information, and a few other process items. I'm happy to schedule that call anytime.

After that call, I'm going to be in Elgin/Chicago from May 6-8th. Can we schedule the on-site onboarding for Tuesday, May 7th?

On Thu, Apr 18, 2019 at 2:06 PM Phillip Dienstag <pdienstag@ring.com> wrote:

Thanks, Nat. Looping in Kyle for scheduling.

Best,

Phillip Dienstag





1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

On Thu, Apr 18, 2019 at 12:30 PM Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)> wrote:

Thank you for the clarification, the first meeting had everyone except three of POCs. The 26<sup>th</sup> will be good to hear the info again and to have our PIO and IT people there, in that case we may have another jurisdictions police rep there, and he may contact you later to move forward with his PD.

Kyle is welcome to come out...we were just confused as to the steps. We can do the onboarding via webinar or in person or both...that may be preferred to ensure we are maximizing the portal. Patrol will not have access to the portal as of yet, for now it will be CID only.

Thank you,

Nat

**From:** Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)>

**Sent:** Thursday, April 18, 2019 2:21 PM

**To:** Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)>

**Cc:** Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)>; Investigation Sergeants <[InvestigationSergeants@willcosheriff.org](mailto:InvestigationSergeants@willcosheriff.org)>

**Subject:** Re: Intro to Kyle (Will County Sheriff's Office)

Nat, I apologize for the confusion. Due to some of the POC's not being in our first webinar, the 26th was put in place to brief your PIO, social, CID, and IT team. The 26th is not going to be your official onboarding date, as Kyle will still need to conduct an in-person or webinar training subsequent to my visit. You have been with me every step of the way so I would like to offer you two options. The first, subsequent to my presentation on the 26th, Kyle can conduct a remote onboarding and grant you access without visiting Will County Sheriff's Office or next time he is in your area, can visit and train CID + Patrol for 2.5/3 hours. The latter has been common with most agencies but due to the uniqueness of this situation, we can delegate towards a remote onboarding if need be.

Please let me know what you think.

Best,

Phillip Dienstag

Law Enforcement Liaison  
T 203.610.1178 E [phil@ring.com](mailto:phil@ring.com)

---

The Ring logo, consisting of the word "ring" in a lowercase, sans-serif font.

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the [Neighbors App](#).  
Join the new neighborhood watch.

On Thu, Apr 18, 2019 at 11:14 AM Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)> wrote:

Thank you for reaching out.

We already have April 26<sup>th</sup> scheduled for an in person demo with Phil....what will the 26<sup>th</sup> meeting be in regards to?  
So we still need another demo, webinar and then training?

The 26<sup>th</sup> will have our PIO who also handles social media present, we want our IT personnel there along with the investigations representatives which will encompass the community relations aspect....we do not have a dedicated community relations POC....those are our detectives who will primarily be using the portal.

Thank you,

Nat

**From:** Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)>  
**Sent:** Wednesday, April 17, 2019 4:41 PM  
**To:** Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)>  
**Cc:** Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)>  
**Subject:** Re: Intro to Kyle (Will County Sheriff's Office)

Thank you for the introduction, Phillip!

Lt. Freeman,

It's great to e-meet you. The next step in the process normally would be to schedule a webinar with all the main key stakeholders noted above by Phillip. After that webinar, we would then schedule a date for me to come out in person to train everyone on how to use the Ring Neighbors Portal.

I'm going to be in Elgin, IL May 7th/8th and would love to see if could line those visits up. Are you available this week for a quick chat before we schedule the webinar?

Thanks,

Kyle

On Wed, Apr 17, 2019 at 11:28 AM Phillip Dienstag <[pdienstag@ring.com](mailto:pdienstag@ring.com)> wrote:

Lieutenant Freeman,

The MOU agreement is fully signed. Attached are the documents for your records.

I've copied your new Partner Success Manager, Kyle. We would like to set up a webinar for all of us to connect. We should ensure all the key stakeholders are included so everyone can get on the same page.

The individuals we ask to be included in this webinar would be:

1. Partnership POC - the main point of contact(s) for the Ring partnership
2. Press POC - typically the PIO who would work with Morgan (PR Coordinator) from our team to coordinate announcements.
3. Social Media POC - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)
4. Investigative POC - generally a detective who will be your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of the video.
5. Community Relations POC - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

It would be ideal to have all these individuals on the webinar, but essential to have them present at the actual onboarding. Again, involvement by each of these groups is essential for active community participation (specifically on video requests) and the overall long-term success of the partnership.

Best,

Phillip Dienstag

Law Enforcement Liaison  
T 203.610.1178 E [phil@ring.com](mailto:phil@ring.com)

---

The Ring logo, consisting of the word "ring" in a lowercase, sans-serif font.

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

--  
  
Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

## Neighbors Portal Resource Center

--

Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

## Neighbors Portal Resource Center

--

Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**



## Shannon Wahl

---

**From:** Kyle Demmin <kyle.demmin@ring.com>  
**Sent:** Tuesday, May 7, 2019 4:25 PM  
**To:** Kathy Hoffmeyer  
**Cc:** Media; Nat Freeman  
**Subject:** PR Intro + Materials - Will County Sheriff's Office (IL) Joins Neighbors by Ring

Hi Kathy,

Thank you for your time today!

I know we are looking forward to officially launching Will County Sheriff's Office on the Neighbors app platform.

I wanted to introduce Morgan Culbertson from Ring's PR Team (CC'd) and send over press packet materials below as discussed today so your team can review and coordinate with Morgan to send out Press Release.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)). As mentioned today, this has gone out live now.

Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and **provide drafts to Morgan / our media team in advance for review before anything goes out to the press or public.**

The announcement Press Packet can be accessed via dropbox [here](#) and contains the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Social Media Templates:** Sample content for the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.
- **Key Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Misc. Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <https://download.ring.com/willcounty>

**Simple Text Info:** Or, simply text **willcounty** to 555888 from your smartphone. (*not case sensitive*)

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,  
Kyle

--

Kyle Demmin

Partner Success Manager  
kyle.demmin@ring.com  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

## Shannon Wahl

---

**From:** Kyle Demmin <kyle.demmin@ring.com>  
**Sent:** Tuesday, May 7, 2019 4:58 PM  
**Subject:** Welcome to Ring Portal  
**Attachments:** Portal Training Guide.pdf

Greetings All,

Thank you for joining today's training session of Neighbors Portal by Ring! For those not able to attend, please see below for how to get your Ring Portal account activated.

Below is a guide to get started which includes directions on creating your account, key takeaways from training, and your unique department link and promo code for special law enforcement offers.

### Creating an Account

\*Please access the Neighbors Portal using Firefox or Chrome. Internet Explorer is not compatible.

1. Check your inbox for an email from Ring Team
2. Click the **Join Portal** button
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

### Key Takeaways

1. **Engage on Portal.** The more your community sees your involvement, the more effective Portal features become when interacting with them.
2. **Join an Alert Zone.** Let us deliver the most important crime related posts directly to your inbox. Joining an Alert Zone is easy:
  1. Sign in → click on the blue profile icon in the upper right corner → **My Profile**
  2. Click **Select Alert Zone**
  3. Choose an **Alert Zone**
3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Portal grows in value with each resident that downloads the Neighbors App.

\*For Ring's law enforcement guidelines, please click [here](#).

### Special Offers for Law Enforcement

1. Download the FREE Neighbors App by texting **willcounty** to **555888** or by visiting [download.ring.com/willcounty](https://download.ring.com/willcounty)
2. Get **\$50 off** of eligible Ring Video Doorbells, Security Cams, and our Ring Alarm when you shop at Ring.com. Use discount code: **NBWILLCOUNTY** and be sure to check out using your department email address ([kdemmin@willcosherriff.org](mailto:kdemmin@willcosherriff.org))

\*Discount does not apply towards accessories and/or already discounted devices, including but not limited to Ring Video Doorbell Classic

If you have any questions or need support at all, feel free to contact me any time at [kyle.demmin@ring.com](mailto:kyle.demmin@ring.com) or 714.381.6291. It was a pleasure meeting your team and I hope to connect again soon!

Best,  
Kyle Demmin

--

Kyle Demmin

Partner Success Manager  
kyle.demmin@ring.com  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

## Shannon Wahl

---

**From:** Kyle Demmin <kyle.demmin@ring.com>  
**Sent:** Thursday, May 9, 2019 2:43 PM  
**To:** Kathy Hoffmeyer  
**Cc:** Media; Nat Freeman  
**Subject:** Re: PR Intro + Materials - Will County Sheriff's Office (IL) Joins Neighbors by Ring

Hi Kathy,

I know you're very busy so wanted to put this back to the top of your inbox. Since we've gone live with the in-app alert and provided Portal training, would love to get the Press Release pushed out so that Will County Sheriff's Office can start engaging on Portal.

Please let us know if you have any questions!

On Tue, May 7, 2019 at 4:25 PM Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)> wrote:

Hi Kathy,

Thank you for your time today!

I know we are looking forward to officially launching Will County Sheriff's Office on the Neighbors app platform.

I wanted to introduce Morgan Culbertson from Ring's PR Team (CC'd) and send over press packet materials below as discussed today so your team can review and coordinate with Morgan to send out Press Release.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)). As mentioned today, this has gone out live now.

Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and **provide drafts to Morgan / our media team in advance for review before anything goes out to the press or public.**

The announcement Press Packet can be accessed via dropbox [here](#) and contains the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Social Media Templates:** Sample content for the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.
- **Key Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Misc. Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <https://download.ring.com/willcounty>

**Simple Text Info:** Or, simply text **willcounty** to 555888 from your smartphone. (*not case sensitive*)

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,  
Kyle

--

Kyle Demmin

Partner Success Manager  
kyle.demmin@ring.com  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

--

Kyle Demmin

Partner Success Manager  
kyle.demmin@ring.com  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

## Shannon Wahl

---

**From:** Kyle Demmin <kyle.demmin@ring.com>  
**Sent:** Tuesday, June 11, 2019 2:30 PM  
**To:** Nat Freeman  
**Subject:** Re: PR Intro + Materials - Will County Sheriff's Office (IL) Joins Neighbors by Ring

Nat,

It's been about a month since our last contact. Are you still interested in rolling out Portal?

On Mon, May 20, 2019 at 11:32 AM Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)> wrote:  
Hi Nat and Kathy,

Hope you both had a great weekend. I wanted to check in and see where we are in the process of reviewing the press release information I sent over. Please let me know when you think this will be completed.

Best,  
Kyle

On Mon, May 13, 2019 at 4:12 PM Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)> wrote:  
Hey Nat,

Not a problem at all. Just following up to this email as I was out of the office on Friday.

Please let me know once you have addressed the other priority issues and we can go from there to get the draft approved. I'll check in over next few days as well.

Best,  
Kyle

On Fri, May 10, 2019 at 6:00 AM Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)> wrote:

Kyle,

Thank you we will get it out ASAP however have been inundated with a number of priority issues. Detectives would like to begin using the portal immediately as well, and are excited to do so, we just need to get a few things addressed first.

Thank you

Sent from my iPhone



On May 9, 2019, at 14:43, Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)> wrote:

Hi Kathy,

I know you're very busy so wanted to put this back to the top of your inbox. Since we've gone live with the in-app alert and provided Portal training, would love to get the Press Release pushed out so that Will County Sheriff's Office can start engaging on Portal.

Please let us know if you have any questions!

On Tue, May 7, 2019 at 4:25 PM Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)> wrote:

Hi Kathy,

Thank you for your time today!

I know we are looking forward to officially launching Will County Sheriff's Office on the Neighbors app platform.

I wanted to introduce Morgan Culbertson from Ring's PR Team (CC'd) and send over press packet materials below as discussed today so your team can review and coordinate with Morgan to send out Press Release.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)). As mentioned today, this has gone out live now.

Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and **provide drafts to Morgan / our media team in advance for review before anything goes out to the press or public.**

The announcement Press Packet can be accessed via dropbox [here](#) and contains the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Social Media Templates:** Sample content for the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.

- **Key Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Misc. Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <https://download.ring.com/willcounty>

**Simple Text Info:** Or, simply text **willcounty** to 555888 from your smartphone. (*not case sensitive*)

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,  
Kyle

--

Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

--

Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

--

Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

---



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

--

**Kyle Demmin**

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

--

Kyle Demmin

Partner Success Manager

kyle.demmin@ring.com

714-381-6291

---

ring

1523 26th St.

Santa Monica, CA 90404

[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)

Join the new neighborhood watch.

**Neighbors Portal Resource Center**

## Shannon Wahl

---

**From:** Kathy Hoffmeyer  
**Sent:** Wednesday, June 12, 2019 9:23 AM  
**To:** Nat Freeman  
**Cc:** Nicole Koopmann  
**Subject:** RE: PR Intro + Materials - Will County Sheriff's Office (IL) Joins Neighbors by Ring  
**Attachments:** Ring Neighbors App announcement.docx

I have sent a press release over to Ring for approval. I will post it as soon as I receive their okay. Also, an announcement needs to be put on the App by an administrator. I've attached the announcement.

Thanks.

Kathy Hoffmeyer  
Public Affairs Division  
815.727.5681

---

**From:** Nat Freeman <nfreeman@willcosheriff.org>  
**Sent:** Tuesday, June 11, 2019 2:35 PM  
**To:** Kathy Hoffmeyer <khoffmeyer@willcosheriff.org>  
**Subject:** FW: PR Intro + Materials - Will County Sheriff's Office (IL) Joins Neighbors by Ring

Kathy can you please get with Kyle and get the portal rolled out.

Thank you,  
Nat

**From:** Kyle Demmin <kyle.demmin@ring.com>  
**Sent:** Tuesday, June 11, 2019 2:30 PM  
**To:** Nat Freeman <nfreeman@willcosheriff.org>  
**Subject:** Re: PR Intro + Materials - Will County Sheriff's Office (IL) Joins Neighbors by Ring

Nat,

It's been about a month since our last contact. Are you still interested in rolling out Portal?

On Mon, May 20, 2019 at 11:32 AM Kyle Demmin <kyle.demmin@ring.com> wrote:

Hi Nat and Kathy,

Hope you both had a great weekend. I wanted to check in and see where we are in the process of reviewing the press release information I sent over. Please let me know when you think this will be completed.

Best,  
Kyle

On Mon, May 13, 2019 at 4:12 PM Kyle Demmin <kyle.demmin@ring.com> wrote:

Hey Nat,

Not a problem at all. Just following up to this email as I was out of the office on Friday.

Please let me know once you have addressed the other priority issues and we can go from there to get the draft approved. I'll check in over next few days as well.

Best,  
Kyle

On Fri, May 10, 2019 at 6:00 AM Nat Freeman <[nfreeman@willcosheriff.org](mailto:nfreeman@willcosheriff.org)> wrote:

Kyle,

Thank you we will get it out ASAP however have been inundated with a number of priority issues. Detectives would like to begin using the portal immediately as well, and are excited to do so, we just need to get a few things addressed first.

Thank you

Sent from my iPhone

On May 9, 2019, at 14:43, Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)> wrote:

Hi Kathy,

I know you're very busy so wanted to put this back to the top of your inbox. Since we've gone live with the in-app alert and provided Portal training, would love to get the Press Release pushed out so that Will County Sheriff's Office can start engaging on Portal.

Please let us know if you have any questions!

On Tue, May 7, 2019 at 4:25 PM Kyle Demmin <[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)> wrote:

Hi Kathy,

Thank you for your time today!

I know we are looking forward to officially launching Will County Sheriff's Office on the Neighbors app platform.

I wanted to introduce Morgan Culbertson from Ring's PR Team (CC'd) and send over press packet materials below as discussed today so your team can review and coordinate with Morgan to send out Press Release.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)). As mentioned today, this has gone out live now.

Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and **provide drafts to Morgan / our media team in advance for review before anything goes out to the press or public.**

The announcement Press Packet can be accessed via dropbox [here](#) and contains the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Social Media Templates:** Sample content for the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.
- **Key Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Misc. Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <https://download.ring.com/willcounty>

**Simple Text Info:** Or, simply text **willcounty** to 555888 from your smartphone. (*not case sensitive*)

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,  
Kyle

--

Kyle Demmin



Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

--

Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

## Neighbors Portal Resource Center

--

Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

---

ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

## Neighbors Portal Resource Center

--

Kyle Demmin

Partner Success Manager

[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)

714-381-6291

---

ring

1523 26th St.

Santa Monica, CA 90404

[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)

Join the new neighborhood watch.

**Neighbors Portal Resource Center**

--

Kyle Demmin

Partner Success Manager

[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)

714-381-6291

---

ring

1523 26th St.

Santa Monica, CA 90404

[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**

## Shannon Wahl

---

**From:** Kathy Hoffmeyer  
**Sent:** Thursday, June 13, 2019 8:17 AM  
**To:** Kyle Demmin; Nicole Koopmann  
**Cc:** Nat Freeman  
**Subject:** RE: email  
**Attachments:** Ring - Neighbors - announcement.docx

Here you go.

Kathy Hoffmeyer  
Public Affairs Division  
815.727.5681

**From:** Kyle Demmin <kyle.demmin@ring.com>  
**Sent:** Wednesday, June 12, 2019 3:34 PM  
**To:** Nicole Koopmann <nkoopmann@willcosheriff.org>  
**Cc:** Nat Freeman <nfreeman@willcosheriff.org>; Kathy Hoffmeyer <khoffmeyer@willcosheriff.org>  
**Subject:** Re: email

Thank you, Nicole.

Nat and Kathy,

Please advise. If you've reached out to our media team as well, can you please send me the most recent email so I can put to top of their inbox?

Would love to get everyone engaging on Portal as soon as possible.

▪

On Wed, Jun 12, 2019 at 3:31 PM Nicole Koopmann <[nkoopmann@willcosheriff.org](mailto:nkoopmann@willcosheriff.org)> wrote:

I figured it out. Thank you

I know that Kathy Hoffmeyer reached out to the media email address she was instructed to do so. She is awaiting on approval. We definitely will be going forward with it.

Thank You Kyle

**From:** Kyle Demmin [mailto:[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)]  
**Sent:** Wednesday, June 12, 2019 3:10 PM  
**To:** Nicole Koopmann <[nkoopmann@willcosheriff.org](mailto:nkoopmann@willcosheriff.org)>  
**Subject:** Re: email

Hi Nicole,

Thanks for reaching out. I'm currently flying right now from St. Louis to Philadelphia then back to Los Angeles in a bit. Apologies for my delayed response.

Did you not receive your portal invite? It looks like the first email address I was given was incorrect, but I had sent out an updated one. Please let me know.

Also, I haven't heard from Nat if they want to launch portal. Do you know if you guys are still interested?

▪

On Wed, Jun 12, 2019 at 9:47 AM Nicole Koopmann <[nkoopmann@willcosheriff.org](mailto:nkoopmann@willcosheriff.org)> wrote:

Can you please fix my email with our portal? [nkoopmann@willcosheriff.org](mailto:nkoopmann@willcosheriff.org)

**NICOLE KOOPMANN**

**IT SYSTEM AND PROJECT ADMINISTRATOR**

**WILL COUNTY SHERIFF'S OFFICE**

**16911 W. LARAWAY RD**

**JOLIET, IL 60433**

**EMAIL: [NKOOPMANN@WILLCOSHERIFF.ORG](mailto:NKOOPMANN@WILLCOSHERIFF.ORG)**

**PHONE: (815)774-6338**

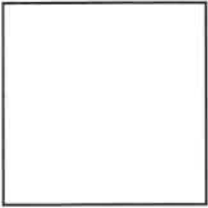
**CELL: (815)405-0316**

--

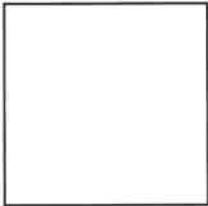
## Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

---



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

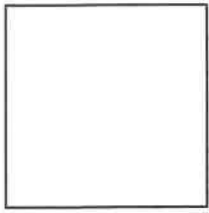
## Neighbors Portal Resource Center

--

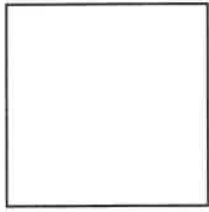
## Kyle Demmin

Partner Success Manager  
[kyle.demmin@ring.com](mailto:kyle.demmin@ring.com)  
714-381-6291

---



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

**Neighbors Portal Resource Center**



## Shannon Wahl

---

**From:** Kathy Hoffmeyer  
**Sent:** Tuesday, June 18, 2019 12:03 PM  
**To:** Nat Freeman  
**Subject:** ring - FB

Just to clarify Kyle's email regarding who is monitoring the comments for the portal. On the site specifically, not sure who is doing that. On the comments on FB, I will do my best to answer any questions or find out the answers. I'm not very well schooled in the whole Ring/Neighbors process, and who is taking care of what, just so you are aware of that in case I need to be doing something and I'm not doing it.....just let me know.

Kathy Hoffmeyer  
Public Affairs Division  
815.727.5681

## Shannon Wahl

---

**From:** Kathy Hoffmeyer  
**Sent:** Friday, June 21, 2019 10:42 AM  
**To:** Nicole Koopmann; Nat Freeman  
**Subject:** FW: press release

See email below. I informed Morgan that I already received approval from Kyle on June 18<sup>th</sup>, and that the press release was also sent out that day. Just want to share the information in this email with both of you, because, as I've stated, I really don't understand the in's and out's of this so I don't want to miss anything I'm supposed to be doing.

Thanks.

Kathy Hoffmeyer  
Public Affairs Division  
815.727.5681

**From:** Morgan Culbertson <morgan.culbertson@ring.com>  
**Sent:** Thursday, June 20, 2019 6:26 PM  
**To:** Kathy Hoffmeyer <khoffmeyer@willcosheriff.org>  
**Cc:** Media@ring.com; Sami Tahari <sami.tahari@ring.com>  
**Subject:** Re: press release

Hi Kathy,

Sincere apologies for the delay here. Draft release is approved on our end for your team to distribute whenever most convenient.

Please let us know when that would be so we can be on the lookout to support.

Additional materials below and PR guidelines to assist with public outreach and to ensure both parties are aligned and feeling good going forward.

Here if you need anything further as well!

Best,

Morgan

++++

**Neighbors App PR Materials Folder ([Click to Access](#)) includes:**

- Pre-approved social media announcement templates (a great tool for informing the community)
- Key Neighbors App Talking Points
- Reactive Q+A
- Hi-res Neighbors app imagery

**General PR Guidelines**

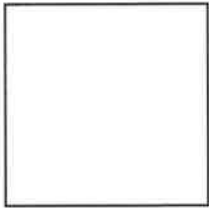
- **All public facing messaging and materials must be approved by both parties;** either by using approved templates or submitting to Ring PR for approval

- **Media inquiries and public requests for information about Ring or Neighbors should be flagged with both parties**
- **Per Ring's company policy, we do not publicly disclose the number of app downloads or device users residing in a given area or jurisdiction to protect user privacy**
- **Neighbors Portal back-end features should not be shared with the public, including** the law enforcement portal on desktop view, the heat map, sample video request emails or the video request process itself as they often contain sensitive investigative information
- **Ring or Neighbors-specific questions from media can be directed to [morgan@ring.com](mailto:morgan@ring.com)** and any additional materials, examples, templates or information needed to support your outreach can be supplied by your PSM and the Ring PR team (all ccd).

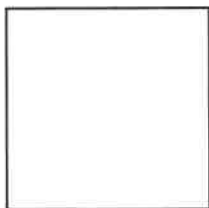
+++++

Morgan Culbertson

PR Coordinator, Neighbors  
[Morgan@ring.com](mailto:Morgan@ring.com)  
 m: 805.822.9694



1523 26th St.  
 Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
 Join the new neighborhood watch.

On Tue, Jun 11, 2019 at 1:55 PM Kathy Hoffmeyer <[khoffmeyer@willcosheriff.org](mailto:khoffmeyer@willcosheriff.org)> wrote:

Please take a look at the attached press release. Here at the Will County Sheriff's Office we have software on our website (for Press Releases) that feeds directly to our Facebook page. In other words, this press release will be the same on our website as it is on Facebook.

I am awaiting your approval. If any changes need to occur, let me know. Thank you!

Kathy Hoffmeyer

Public Affairs Division

815.727.5681